



Missouri First Steps Improvement Plan

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NECTAC TA Coordinator	State Work Plan Liaison(s)
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<p>Issue Area: Family Centered Services</p> <p>Challenge:</p> <p>Despite a comprehensive systems redesign of the Part C Program, First Steps is challenged with increasing costs of services. Given inconsistent implementation of state policy and guidance related to team based, family-centered services, families receive inequitable services that seem to be based more on where they live than their needs and priorities. Services do not consistently focus on building family capacity to facilitate their child's learning and development in the context of everyday routines and activities. Overall, Missouri's Part C First Steps Program needs to ensure implementation of quality family-centered services through effective quality assurance mechanisms, which result in a cost effective and efficient statewide early intervention system.</p>	
<p>Desired Results for Children/Families:</p> <p>Families understand how to enhance their child's development through daily routines/ activities. Regardless of locale, children and families access timely, family-centered services, appropriate to their needs and priorities.</p> <p>Data Sources:</p> <p>Family surveys Family focus groups Statewide comparisons of data on service provision Ratings on IFSP quality reviews</p>	

Mission and Beliefs

Activity Coordinator/Facilitator: Melodie Friedebach	TA Provider(s): NECTAC staff: Anne Lucas, Joicey Hurth, Christina Kasprzak
Activity Description: The Missouri Stakeholder group will develop program Mission Statement and review and revise Beliefs of the First Steps Program and the SICC will adopt. <u>Steps:</u> <ol style="list-style-type: none">1. Stakeholder group meeting in June 2004 was held to develop Mission Statement and Beliefs.2. NECTAC refined beliefs statements by July 6th in preparation for July 2004 SICC meeting.3. State staff presented Mission Statement and Beliefs to State ICC on November 9, 2004.4. SICC adopted Mission Statement and Beliefs on November 9, 2004.5. State staff will disseminate Mission Statement and Beliefs statewide by posting on First Steps Web Site by January 2005.	
Estimated Date/Duration: June 2004 to January 2005	
System Level(s): X State Infrs <input type="checkbox"/> Personnel Dev <input type="checkbox"/> SPOE/Program Infrs <input type="checkbox"/> Service Prov/Practice <input type="checkbox"/> Child/Family	
Who should be involved in planning/implementing the activity: A variety of stakeholders were involved in the June meeting to develop the Mission Statement and revise Beliefs, including SPOE administrators, providers, families, SICC members, and state staff. SICC members were involved in the approval process.	
Evaluation	
Benchmark(s): <ol style="list-style-type: none">1. Mission Statement and Beliefs is finalized by state staff.2. Mission Statement and Beliefs is approved by the SICC on 11/9/04.3. Mission Statement and Beliefs is disseminated to stakeholders.	Data Sources for Evaluating Benchmarks: <ol style="list-style-type: none">1. Mission and Beliefs.2. SICC minutes for 11/9/04.3. Web posting.

IFSP Quality Rating Scale

Activity Coordinator/Facilitator: Melodie Friedebach and Kate Numerick	TA Provider(s): NECTAC staff: Anne Lucas, Joicey Hurth, Christina Kasprzak NECTAC-paid consultant: Sharon Walsh
Activity Description: The Missouri stakeholder group and national experts will develop IFSP quality indicators, a rating tool, and a plan for communicating it all to stakeholders. Steps: <ol style="list-style-type: none"> 1. Stakeholder group meeting was held in June 2004 to develop IFSP quality indicators. 2. NECTAC staff utilized the quality indicators drafted by stakeholders and draft a rating tool. 3. Stakeholders and national experts reviewed the draft tool and provide feedback for improving the tool. 4. NECTAC integrated feedback into the draft tool. 5. State staff finalized the tool by September 1st. 6. State staff drafted a general description of the review process by September 1st. 7. State office disseminated the IFSP Quality Rating Scale and a general description of the quality review process to SPOE administrators and DMH by September 1, 2004, as per the contracts with three SPOE regions. 	
Estimated Date/Duration: June 2004 to September 2004	
System Level(s): <input checked="" type="checkbox"/> State Infrs <input type="checkbox"/> Personnel Dev <input type="checkbox"/> SPOE/Program Infrs <input type="checkbox"/> Service Prov/Practice <input type="checkbox"/> Child/Family	
Who should be involved in planning/implementing the activity: A variety of stakeholders were involved in the June meeting to develop indicators, including SPOE administrators, providers, and state staff. NECTAC staff and a consultant (Sharon Walsh) reviewed and provided feedback.	
Evaluation	
Benchmark(s): <ol style="list-style-type: none"> 1. IFSP Quality Rating Scale is drafted. 2. National experts review scale and make recommendations. 3. The scale is reviewed and approved by the SICC. 4. State office disseminates the IFSP Quality Rating Scale and the general description of the quality review process to SPOE administrators and DMH. 	Data Sources for Evaluating Benchmarks: <ol style="list-style-type: none"> 1. IFSP Quality Rating Scale. 2. Recommendations from reviewers. 3. SICC minutes. 4. Email communication from state to SPOE administrators and IFSP Rating Scale posted to web.

SPOEs, Providers & Families Receive Information re: IFSP Practices

Activity Coordinator/Facilitator: Kate Numerick	TA Provider(s): NECTAC staff: Anne Lucas & Joicey Hurth
Activity Description: SPOEs (especially those 3 SPOE areas with new contracts) and the service providers and family members in those regions will receive information and training from the state to enhance their knowledge and skills related to quality IFSP practices. Steps: <ol style="list-style-type: none">1. SPOEs, service providers and families in three SPOE areas with new contracts participated in an initial awareness training re: quality practices in September 2004. Part C program staff worked with NECTAC staff to develop and conduct awareness training. Content included: review of literature on effective practice, orientation to IFSP Quality Indicator Rating tool. The training was evaluated.2. Training was videotaped and will be disseminated statewide to all SPOEs and providers through regional meetings by Regional Consultants and via posting on First Steps Website by January 31, 2005.	
Estimated Date/Duration: September 2004 to January 2005	
System Level(s): <input type="checkbox"/> State Infrs <input type="checkbox"/> Personnel Dev <input checked="" type="checkbox"/> SPOE/Program Infrs <input checked="" type="checkbox"/> Service Prov/Practice <input checked="" type="checkbox"/> Child/Family	
Who should be involved in planning/implementing the activity: SPOE administrators, service coordinators, service providers, state staff, NECTAC were involved in the awareness training.	
Evaluation	
Benchmark(s): <ol style="list-style-type: none">1. Awareness trainings occur re: IFSP practices.2. SPOE staff, service providers and family members gain knowledge and skills re: IFSP practices.3. Video of training and other materials are posted on web.	Data Sources for Evaluating Benchmarks: <ol style="list-style-type: none">1. Training dates and agendas.2. Training evaluation forms.3. Web posting and regional meetings.

Update Interagency Agreements & Disseminate

Activity Coordinator/Facilitator: Debby Parsons and Dale Carlson	TA Provider(s): State resources
Activity Description: The state Part C office will work with DMH, DSS & DHSS to update interagency agreements among the agencies. As a result, DMH service coordinators will be required to have the same training and accountability for quality IFSPs as other service coordinators in Missouri. <u>Steps:</u> <ol style="list-style-type: none">1. Part C staff met with DMH, DSS, & DHSS staff to determine necessary revisions to interagency agreements.2. State staff from respective agencies will draft revisions to interagency agreements.3. Revised interagency agreement will be finalized and signed by respective agencies by January 31, 2005.4. State staff will disseminate content of interagency agreements statewide to respective agencies and others to ensure that participating agencies understand their roles and responsibilities in First Steps. This includes DMH service coordinators who need to understand that they must attend training and are accountable for quality IFSPs like other service coordinators in Missouri.	
Estimated Date/Duration: Summer 2004 to January 2005	
System Level(s): X State Infrs <input type="checkbox"/> Personnel Dev <input type="checkbox"/> SPOE/Program Infrs <input type="checkbox"/> Service Prov/Practice <input type="checkbox"/> Child/Family	
Who should be involved in planning/implementing the activity: State Part C office, DMH, DSS, and DHSS state office representatives.	
Evaluation	
Benchmark(s): <ol style="list-style-type: none">1. Revised Interagency Agreements are approved and signed by respective agencies.2. Content of interagency agreements are communicated statewide.	Data Sources for Evaluating Benchmarks: <ol style="list-style-type: none">1. Signed Interagency Agreements.2. Copy of communications.

Enhance State Guidance and Develop IFSP Quality Review Process

Activity Coordinator/Facilitator: Kate Numerick	TA Provider(s): NECTAC staff: Anne Lucas, Joicey Hurth, Christina Kasprzak NECTAC-paid consultant: Sharon Walsh
Activity Description: The state will revise and enhance state guidance on quality practices (e.g., Exemplars and guidance for quality IFSPs) in Early Intervention to reflect the mission, beliefs and quality indicators. The state will develop a process for selecting and training raters and sampling and conducting the review of IFSPs. Materials for families will also be developed reflecting the mission, beliefs and IFSP quality practices <u>Steps:</u> <ol style="list-style-type: none">1. State staff, stakeholder group, and NECTAC will develop guidance on quality practice including sample IFSPs and guidance for completing high quality IFSPs based on the IFSP Rating Scale. (1st Exemplar by November 2004 and additional exemplars as needed thereafter).2. National experts (including a paid consultant, Sharon Walsh) will provide input on <i>Guidance and Exemplars for the Missouri First Steps IFSP Quality Indicator's Rating Scale</i> to ensure consistency with regulations and quality practice.3. The state will disseminate guidance to SPOEs and providers.4. The state will revise the training modules (see Activity #6) based on the guidance.5. Materials to train reviewers will be developed based on the guidance (see Activity #10).6. The state will develop a process for selecting and training reviewers, sampling IFSPs and conducting IFSP reviews, and scoring and giving feedback to SPOEs and providers.7. The state will disseminate process to SPOEs and posts on First Steps Website.8. The state will use the process to develop training materials for reviewers (see Activity #10).9. The state will develop materials for families that reflect the mission, beliefs, and IFSP quality practices.	
Estimated Date/Duration: September 2004 to Spring 2005	
System Level(s): X State Infr X Personnel Dev <input type="checkbox"/> SPOE/Program Infr <input type="checkbox"/> Service Prov/Practice <input type="checkbox"/> Child/Family	
Who should be involved in planning/implementing the activity: A variety of stakeholders will be involved in the developing IFSP exemplars and training modules, including SPOE administrators, providers, family members, and state staff. State staff will work with the CSPD group to determine if revisions to other documents, processes, etc. are needed.	

Evaluation

Benchmark(s):

1. Guidance and Exemplars are developed.
2. Guidance and Exemplars are reviewed by national experts.
3. IFSP Quality Review process is developed.
4. IFSP Quality Review process is reviewed by national experts.
5. Guidance and Exemplars and IFSP Quality Review process are approved by DESE.
6. Documents are disseminated and posted on First Steps Website.

Data Sources for Evaluating Benchmarks:

1. Guidance and Exemplars document.
2. Recommendations from national experts.
3. IFSP Quality Review Process.
4. Recommendations from national experts.
5. Email communication and web posting.

Incorporate IFSP Quality Practices into Training

Activity Coordinator/Facilitator: Kate Numerick	TA Provider(s):
Activity Description: In light of stakeholder input, the state will revise existing training modules and plan other ways to train and support the SPOEs and providers (primarily in 3 SPOE areas with new contracts but also for all SPOE areas) to incorporate new mission, beliefs, and IFSP quality indicators. The CSPD group meets regularly to advise state on training needs. Steps: <ol style="list-style-type: none"> 1. CSPD committee met in July 2004 to determine steps for converting existing training modules into on-line modules and linking to new information on mission, beliefs and IFSP quality indicators. 2. DESE will revise training modules for on-line use and include links to mission, beliefs and IFSP Exemplars and Guidance by January 2005. 3. DESE, with advice from the CSPD group, will determine if revision to credentialing system, continuing education process, and other materials need to be made to reflect mission, beliefs and quality indicators for quality practice by Spring 2005, and make revisions to these as appropriate. 4. When modules are reviewed for substantive revisions (possibly by Fall 2005), the state, with advise from CSPD group and other stakeholders, will incorporate changes to reflect IDEA reauthorization and IFSP quality practices. 	
Estimated Date/Duration: September 2004 to Fall 2005	
System Level(s): <input type="checkbox"/> State Infrs <input checked="" type="checkbox"/> Personnel Dev <input type="checkbox"/> SPOE/Program Infrs <input type="checkbox"/> Service Prov/Practice <input type="checkbox"/> Child/Family Who should be involved in planning/implementing the activity: A variety of stakeholders will be involved including SPOE administrators, providers, parents, SICC members and state staff.	
Evaluation	
Benchmark(s): <ol style="list-style-type: none"> 1. Training modules are revised and approved by DESE for on-line use and linked to IFSP quality indicators, IFSP exemplars, and guidance materials. 2. Training modules are substantively revised and approved by DESE to incorporate IDEA reauthorization and IFSP quality practices. 	Data Sources for Evaluating Benchmarks: <ol style="list-style-type: none"> 1. Training modules. 2. Input from broader stakeholder group incorporated into substantive revision of training modules. 3. Substantive revision completed.

Regional Consultants are Trained

Activity Coordinator/Facilitator: Kate Numerick	TA Provider(s): NECTAC Staff: Anne Lucas, Christina Kasprzak, and Joicey Hurth
Activity Description: Regional TA consultants will receive training from the state on quality IFSP practices and how to provide ongoing support to SPOEs and providers (specifically in the 3 regions with new SPOE contracts). Steps: <ol style="list-style-type: none"> 1. The state Part C Office hired regional consultants to provide TA. 2. The state Part C office will conduct training (per training developed in Activity #3, the updated interagency agreements in Activity #4, guidance materials developed in Activity #5, and revised training modules developed in Activity #6) for regional consultants on quality IFSP practices and on mechanisms for supporting SPOEs and providers in implementing quality practices. NECTAC TA will be available if needed. 3. The state Part C office, with technical assistance from NECTAC, will design and evaluate the quality and effectiveness of the training to determine if regional TA consultants gained the knowledge and skills necessary for providing TA to regions. 	
Estimated Date/Duration: Fall 2004 to Spring 2005	
System Level(s): <input type="checkbox"/> State Infrs <input checked="" type="checkbox"/> Personnel Dev <input type="checkbox"/> SPOE/Program Infrs <input type="checkbox"/> Service Prov/Practice <input type="checkbox"/> Child/Family Who should be involved in planning/implementing the activity: State Part C staff and Regional TA consultants participate. NECTAC provides TA as needed.	
Evaluation	
Benchmark(s): <ol style="list-style-type: none"> 1. Regional TA consultants are hired. 2. Training for regional TA consultants is conducted. 3. Regional TA consultants gain the knowledge and skills for providing TA to SPOEs and providers. 	Data Sources for Evaluating Benchmarks: <ol style="list-style-type: none"> 1. List of regional TA consultants hired. 2. Training dates and agendas. 3. Evaluation of training to determine knowledge and skills gained.

SPOEs, Providers, & Families Receive Information, TA and Support

Activity Coordinator/Facilitator: Kate Numerick and Margaret Strecker	TA Provider(s): NECTAC staff: Anne Lucas, Joicey Hurth, Christina Kasprzak
Activity Description: All SPOEs, service providers and family members will receive information, training, ongoing TA from Regional TA providers (including participating in regional provider networks supported by the state and Regional TA staff) and mentoring to enhance their knowledge and skills related to quality practices as outlined in new state guidance. The three SPOE regions with new contracts will receive ongoing TA specific to the quality IFSP indicators and review process. Families will receive materials to enhance their understanding of quality practices and Missouri First Steps program. <u>Steps:</u> <ol style="list-style-type: none">1. Regional TA Consultants will meet with SPOEs, providers and family in their respective regions and get feedback on TA needs (TA needs assessment), with specific emphasis on IFSP quality practice, by January 2005.2. Regional TA Consultants will meet together with state staff to develop a plan for consistently providing TA and sharing information on quality practices statewide, as well as developing regional plans to address specific needs common to each region by February 2005.3. Regional TA Consultants will establish a number of technical assistance activities to address regional TA needs, which may include regional provider networks, practice groups on key topic areas related to quality practices, regional meetings with SPOEs, etc. SPOEs, service providers and families attend as necessary.4. NECTAC will assist state staff and Regional TA consultants in identifying strategies and incentives for providers to attend TA activities by Spring 2005.5. Regional TA Consultants and state staff will develop a plan, including regular meetings and communication strategies, for sharing information and problem solving with each other to ensure consistency in communication across the state by Spring 2005.6. The Part C office, with technical assistance from NECTAC, will plan and conduct evaluation feedback from SPOEs and providers regarding the quality of TA.7. Regional TA Consultants will identify strategies to use peer reviewers in providing technical assistance to SPOEs and providers in 3 SPOE areas.	

Estimated Date/Duration: October 2004 to Spring 2005

System Level(s):

☐ State Infrs ☐ Personnel Dev ☒ SPOE/Program Infrs ☒ Service Prov/Practice ☒ Child/Family

Who should be involved in planning/implementing the activity:

Regional TA Consultants and state staff meet to develop TA plan and plan for consistent communication among Regional TA Consultants statewide. SPOE, service providers, families participate in TA and receive information as appropriate. Peer Reviewers assist in providing TA. NECTAC assists with incentives for participation and evaluation.

Evaluation

Benchmark(s):

1. Regional Needs Assessment is conducted.
2. Plan for providing ongoing TA by Regional TA Consultants is developed.
3. High quality TA is provided (Regional Provider Meetings, Provider practice groups, phone calls, peer reviews, etc.).

Data Sources for Evaluating Benchmarks:

1. Regional Needs Assessment.
2. Plan for TA.
3. TA documentation and evaluation.

Incorporating Review of IFSP Quality into Monitoring and Accountability

Activity Coordinator/Facilitator: Margaret Strecker and Kate Numerick	TA Provider(s): NECTAC staff: Anne Lucas, Joicey Hurth, Christina Kasprzak NCSEAM: Sharon Walsh and Alan Coulter
Activity Description: The state will: (a) review the process for monitoring and accountability, and make revisions to include the IFSP quality indicators, and (b) identify relevant data elements that will be baseline data to monitor and give data about whether they are making progress. <u>Steps:</u> <ol style="list-style-type: none"> 1. The state will convene monitoring stakeholder group. 2. The state and monitoring stakeholder group, with technical assistance from NECTAC and other national experts as needed, will review monitoring system and other state accountability procedures to determine if changes need to be made to monitoring indicators/process, oversight, reporting requirements, to improve compliance and quality of provider practice, manage costs, and to correlate and link with IFSP quality review process. 3. The state and monitoring stakeholder group will determine when focused monitoring will be initiated and how monitoring for quality IFSP practices will be incorporated into focused monitoring priorities. 4. The state will identify available data elements/reports that will provide the state and SPOEs ongoing data to measure improvement in quality provider practice and management of costs that can be used with IFSP quality review process. 	
Estimated Date/Duration: Fall 2004 to June 2005	
System Level(s): <input checked="" type="checkbox"/> State Infrass <input type="checkbox"/> Personnel Dev <input type="checkbox"/> SPOE/Program Infrass <input type="checkbox"/> Service Prov/Practice <input type="checkbox"/> Child/Family	
Who should be involved in planning/implementing the activity: Monitoring stakeholder group review monitoring process and help determine monitoring priorities. State staff review other accountability process and determine data reports. NECTAC provides TA as needed.	
Evaluation	
Benchmark(s): <ol style="list-style-type: none"> 1. System of accountability and monitoring incorporates the IFSP Quality Review. 2. State has baseline data on IFSP quality. 	Data Sources for Evaluating Benchmarks: <ol style="list-style-type: none"> 1. Integrated monitoring process. 2. Baseline data on IFSP quality.

IFSP Quality Reviewers are Trained

Activity Coordinator/Facilitator: Kate Numerick	TA Provider(s): NECTAC staff: Anne Lucas, Joicey Hurth, Christina Kasprzak
Activity Description: The State will prepare training materials and will select and train reviewers to conduct IFSP reviews in 3 new SPOE areas. Steps: <ol style="list-style-type: none"> 1. The state, with assistance from NECTAC, will develop materials for use in training reviewers to conduct IFSP quality reviews, including process for ensuring reliability among reviewers. 2. National experts will review training materials as deemed appropriate. 3. The state will select reviewers based on process developed. 4. Reviewers will receive training in order to conduct IFSP quality reviews, including experiential opportunities to develop reliability across reviewers. Training will include a final inter-rater reliability check. 	
Estimated Date/Duration: Fall 2004 to Spring 2005	
System Level(s): <input type="checkbox"/> State Infrs <input checked="" type="checkbox"/> Personnel Dev <input type="checkbox"/> SPOE/Program Infrs <input type="checkbox"/> Service Prov/Practice <input type="checkbox"/> Child/Family Who should be involved in planning/implementing the activity: State Part C staff, IFSP Quality Reviewers, and NECTAC participate.	
Evaluation	
Benchmark(s): <ol style="list-style-type: none"> 1. Training materials are developed. 2. Reviewers are selected. 3. Training for Reviewers is conducted. 4. Reviewers gain the knowledge and skills for conducting IFSP quality reviews. 	Data Sources for Evaluating Benchmarks: <ol style="list-style-type: none"> 1. Training materials. 2. List of reviewers. 3. Training schedule, agenda, and participant list. 4. Evaluation of training and inter-rater reliability check.

Families Provide Feedback

Activity Coordinator/Facilitator: Mary Corey	TA Provider(s): State resources
Activity Description: Families will provide ongoing feedback via surveys and other mechanisms as part of the ongoing monitoring procedures. Steps: <ol style="list-style-type: none"> 1. Part C program will review the annual and exiting family survey data and other data collection mechanisms to determine if revisions are necessary in order to capture feedback from parents per the new state guidance on IFSP quality. 2. Annual and Exiting family surveys will be revised as needed. 3. Data will be collected from families on the quality of IFSP services. 4. Family input will be summarized and the results analyzed. 5. Family feedback will be shared with the SICC, Regional Consultants, SPOEs and providers along with other relevant data in Activity #12. 	
Estimated Date/Duration: June 2005	
System Level(s): <input type="checkbox"/> State Infrs <input type="checkbox"/> Personnel Dev <input checked="" type="checkbox"/> SPOE/Program Infrs <input type="checkbox"/> Service Prov/Practice <input type="checkbox"/> Child/Family	
Who should be involved in planning/implementing the activity: State Part C Program staff, families in the Part C program participate.	
Evaluation	
Benchmark(s): <ol style="list-style-type: none"> 1. Data collection strategies are designed/revised. 2. Data collection strategies are implemented. 3. Family feedback results are summarized. 4. Family input reported to local regions (see Activity #12). 	Data Sources for Evaluating Benchmarks: <ol style="list-style-type: none"> 1. Data collection instruments (e.g. family survey, focus groups) and process. 2. Data from family surveys, focus group or other data collection strategies. 3. Written report(s)/summaries of family feedback. 4. Report (verbal or written) to local region (see Activity #12).

Conduct Quality Reviews of IFSPs

Activity Coordinator/Facilitator: Margaret Strecker and Kate Numerick	TA Provider(s):
Activity Description: The state will conduct quality reviews of IFSPs in 3 SPOE areas with new contracts, review relevant data in statewide database, and review data from family surveys. The state will provide feedback, rewards or sanctions accordingly. Steps: <ol style="list-style-type: none"> 1. Trained state reviewers will select IFSPs for review according to established selection procedures in 3 SPOE areas. 2. Trained reviewers will conduct quality reviews of selected IFSPs and when necessary look at complete child record and talk with service coordinators/providers working with child for clarification. 3. State staff will compile data across IFSP quality reviews for SPOE areas. 4. State staff will analyze compiled data across IFSP quality reviews and data reports from data system to determine if each of the 3 SPOEs meet performance standards. 5. Based on data, state staff will determine feedback, rewards or sanctions for each 3 SPOE areas and communicate respectively. 6. State will report IFSP quality review findings to the SICC and at quarterly SPOE meeting by Fall 2005. 	
Estimated Date/Duration: July 2005 to Fall 2005	
System Level(s): X State Infrs <input type="checkbox"/> Personnel Dev <input type="checkbox"/> SPOE/Program Infrs <input type="checkbox"/> Service Prov/Practice <input type="checkbox"/> Child/Family Who should be involved in planning/implementing the activity: IFSP quality reviewers conduct IFSP reviews; SPOEs administrators, service coordinators and service providers are involved as necessary with IFSP quality reviewers; state staff compile and analyze data; SPOEs receive feedback, rewards, or sanctions.	
Evaluation	
Benchmark(s): <ol style="list-style-type: none"> 1. IFSP quality reviews are completed in 3 SPOE areas. 2. Feedback is provided to SPOEs and providers about the quality of services. 3. Rewards and sanctions are provided to 3 SPOE areas based on quality of services. 4. Report is provided to SICC and quarterly SPOE meeting. 	Data Sources for Evaluating Benchmarks: <ol style="list-style-type: none"> 1. IFSP quality review results. 2. State communication (verbal and written) to SPOEs and providers of data from IFSP quality review, family feedback mechanisms and statewide data system. 3. State communication to SPOEs about rewards and sanctions. 4. SICC and quarterly SPOE meeting minutes.

Use Feedback to Improve Local Policy and Practice

Activity Coordinator/Facilitator: Margaret Strecker and Kate Numerick	TA Provider(s): State Resources
Activity Description: Three (3) SPOE regions with new contracts and the service providers in those regions will use feedback from state accountability activities (quality reviews, family survey, state data reports) and information from TA and training to change SPOE policy and procedures and service provider practice. SPOEs will use data to monitor service authorization, expenditures, quality of IFSPs and provider practice. DESE will investigate situations with unusually high or low services or large discrepancies between authorizations and service utilization.	
Steps:	
<ol style="list-style-type: none"> 1. Based on findings in Activity #12, State staff and SPOEs jointly will develop improvement plans to support change in provider practice based on feedback from state accountability procedures. Improvement plans may include such activities as providing TA/training, supporting provider practice groups on specific topic areas, setting targets and timeframes for change, etc. 2. State staff and Regional TA Consultants will provide TA, training and support as appropriate. 3. SPOEs will monitor data reports monthly to track improvements and identify where targeted TA/intervention is needed. 4. State staff, Regional TA Consultants, and SPOEs will revise improvement plans as appropriate based on data trends. 	
Estimated Date/Duration: Spring 2005 to Fall 2005	
System Level(s):	
<input type="checkbox"/> State Infrs <input type="checkbox"/> Personnel Dev <input checked="" type="checkbox"/> SPOE/Program Infrs <input checked="" type="checkbox"/> Service Prov/Practice <input checked="" type="checkbox"/> Child/Family	
Who should be involved in planning/implementing the activity:	
State staff, SPOEs, service coordinators, providers, and families are involved.	
Evaluation	
Benchmark(s):	Data Sources for Evaluating Benchmarks:
<ol style="list-style-type: none"> 1. Improvement plans are developed. 2. Improvement plans are implemented: SPOEs and providers improve IFSP quality and provider practice. 	<ol style="list-style-type: none"> 1. Improvement plans. 2. Completion of activities on improvement plans; Data system reports; IFSP quality ratings.

Evaluate the Process and Develop a Plan to Implement the Monitoring and Accountability Processes for IFSP Quality Statewide

Activity Coordinator/Facilitator: TBD	TA Provider(s): TBD
Activity Description: State Part C staff, relevant stakeholders and national experts will discuss the results of the first IFSP quality indicators review process, make recommendations for improving the IFSP quality indicators tool, the review process, and changes to financing and oversight of services. They will develop a plan to implement the monitoring and accountability processes (including the IFSP quality review) statewide. <u>Steps:</u> <ol style="list-style-type: none">1. The State Part C staff, relevant stakeholders and national experts will meet to review and discuss the IFSP quality indicators review and process: What worked? What didn't work well? How might the IFSP quality rating scale need to be changed? How might the process of conducting the reviews need to be changed? What other guidance is needed? The group will:<ol style="list-style-type: none">a. Make recommendations for improving the tools and/or process.b. Make recommendations for improving training and TA.c. Develop strategies for implementing the process statewide (with all SPOE regions).2. Part C staff will use (1) the recommendations from the stakeholder group to revise the tools, processes, training and TA, etc., and (2) the ideas developed by the stakeholder group to begin the process of implementing the IFSP Quality Rating statewide.3. State staff will meet and discuss implications for the state system: What changes might be needed for how the state monitors providers and SPOEs? What changes might be needed for the state financing system? Data system?4. State program staff will develop a plan for making needed changes to the state system which may include changes to:<ol style="list-style-type: none">a. fiscal structure,b. SPOE monitoring and/or contracts,c. provider monitoring and/or contracts, andd. training and TA.	
Estimated Date/Duration: Fall 2005	
System Level(s): X State Infrs <input type="checkbox"/> Personnel Dev <input type="checkbox"/> SPOE/Program Infrs <input type="checkbox"/> Service Prov/Practice <input type="checkbox"/> Child/Family	
Who should be involved in planning/implementing the activity: State staff, relevant stakeholders, and national experts are involved.	

Evaluation

Benchmark(s):

1. IFSP quality indicators tool is revised based on recommendations.
2. IFSP quality review process is revised based on recommendations.
3. Plan for implementing the quality assurance processes statewide is developed (with all SPOE regions).
4. Plan for revising state service system (policy, funding procedures, etc.) is developed and approved by DESE.

Data Sources for Evaluating Benchmarks:

1. Revised IFSP quality indicator scale.
2. Revised quality review process.
3. Plan for statewide implementation.
4. SICC recommendations regarding statewide implementation plan.
5. Plan for revising state service system.

Institutionalize the Quality Assurance Process into Statewide Monitoring

Activity Coordinator/Facilitator: TBD	TA Provider(s): TBD
Activity Description: Based on impacts of quality reviews and trainings, the state will institutionalize the monitoring and accountability processes (including the IFSP quality review) by integrating it into the state monitoring process and use data to provide oversight, rewards and sanctions. <u>Steps:</u> The plan developed in Activity #14 will determine steps to be taken to implement this Activity.	
Estimated Date/Duration: Fall 2005	
System Level(s): X State Infrs <input type="checkbox"/> Personnel Dev <input type="checkbox"/> SPOE/Program Infrs <input type="checkbox"/> Service Prov/Practice <input type="checkbox"/> Child/Family	
Who should be involved in planning/implementing the activity: TBD	
Evaluation	
Benchmark(s): <ol style="list-style-type: none">1. State has access to annual data about how regions are doing with quality IFSPs.2. State provides rewards and sanctions based on data.3. First Steps has reasonable fiscal expenditures while ensuring quality services.	Data Sources for Evaluating Benchmarks: <ol style="list-style-type: none">1. Annual data reports: state database, IFSP quality reviews, family feedback methods, and local monitoring processes.2. State decisions about rewards and sanctions.3. State program fiscal data.